

Product Number: 4217.08.15

RISK MANAGEMENT - BUILDING INSPECTION SURVEY

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On a yearly basis, State Agencies, Higher Ed, School Districts, and Charter Schools complete a survey for all major buildings for which they are responsible. Having completed the survey June 1 of the established year, they are eligible for a 10% discount on their annual premium. The data contained in the system is then used by Division of Risk Management Loss Control personnel in determining potential problems at the Fund's insured buildings and potential trends using data mining.

The hours of support required for Building Inspection Survey are listed below.

| Application | Support Hours | Days of Week |
|-----------------------------|----------------|-----------------|
| Buildling Inspection Survey | Business Hours | Monday - Friday |

PRODUCT FEATURES AND DESCRIPTIONS

| FEATURE | DESCRIPTION |
|-----------------------|--|
| WEB Based Survey Form | Each Organizational Risk Coordinator will act as a survey administrator, and assign to a surveyor a set of defined questions configured specifically for a facility. Using the WEB based application the surveyor then fills out the survey. Once the survey is filled out, it is reviewed by the Division of Risk Management. If the survey is filled out within the timeline established by Risk Management, the responsible agency is then eligible for a 10% discount on their annual liability and property premiums. |
| Reports | Several reports have been developed as part of the application which provides access to the information entered by the surveyor and stored within the database. |

FEATURES NOT INCLUDED

| FEATURE | EXPLANATION |
|---------|-------------|
|---------|-------------|

STATE OF UTAH/DTS

PRODUCT DESCRIPTION

| | |
|----|----|
| NA | NA |
|----|----|

RATES AND BILLING

| FEATURE | DESCRIPTION | BASE RATE |
|-------------------|--|-----------------------|
| Rates for Support | <p>The update and maintenance of this system will be at the DTS approved rate for application support.</p> <p>NOTE: This application was developed by the Department of Technology Services. The ongoing support option is available from the DTS – Solutions Delivery Team.</p> | See DTS Approved Rate |

ORDERING AND PROVISIONING

Problem identification and resolution will be requested by contacting the DTS IT support group in person, by email, or by telephone. An initial discussion will take place focused on the problem, its possible resolution, and what resources will be necessary to correct the problem. This activity will then be initiated based upon approval by the Division of Risk Management and DTS.

Application enhancements will be considered part of a new phase for the system. The Division of Risk Management and DTS will enter into an agreement whereby a timeline will be established, a project team will be formed, and a formal deliverable identified. This activity will conform to the standard project management methodology.

DTS RESPONSIBILITIES

DTS is responsible for:

- Utilizing DTS methodologies for problem identification and resolution per the request of the Division of Risk Management.

AGENCY RESPONSIBILITIES

The Agency is responsible for:

- Providing access to the needed business resources and personnel for information gathering as it applies to problem resolution.

DTS SERVICE LEVELS AND METRICS

In an effort to improve service to our customer agencies, DTS will measure and report on the following enterprise metric goals:

- Application Availability
- Resolution Time
- Initial Response
- First Contact Resolution
- Customer Satisfaction Surveys

Application Availability:

Application availability measures DTS' efforts to ensure agency key business applications meet the percent of availability goals identified in the agency Service Level Agreements (SLA). DTS will determine application availability based upon the collective measurement of the configuration items (both hardware and software) which are determinant to supporting the agency business services applications. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months and posted to the DTS Services web page at <http://dts.utah.gov/metrics/index.php>.

| Metric Description | Target |
|---------------------------|---|
| System Availability | The system will be available 24 x 7 x 365. It will be supported by DTS during Risk Management's regular business hours Monday through Friday. We are striving for 99% availability during the supported hours. This will allow for unplanned downtime due to unforeseen events. |

Resolution Time:

Resolution time measure DTS' efforts to resolve customer incidents within the timelines set below based upon critical, high, medium and low priorities. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Services web page at: <http://dts.utah.gov/metrics/index.php>.

| Total Time to Resolution | Target: Percent of Tickets Meeting Priority Timelines |
|------------------------------------|--|
| Low priority - 6 Business hours | 90% |
| Medium priority – 4 Business hours | 90% |
| High priority - 3 Clock hours | 90% |
| Critical priority - 3 Clock hours | 90% |

Initial Response:

Initial response measure DTS' efforts to respond to customer incidents within the timelines set below based upon critical, high, medium and low priorities. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Services web page at: <http://dts.utah.gov/metrics/index.php>.

| Time to Initial Response | Target: Percent of Tickets Meeting Priority Timelines |
|--------------------------------------|--|
| Low priority – 1 Business hour | 85% |
| Medium priority – 1 Business hour | 85% |
| High priority – 1 Clock hour | 90% |
| Critical priority – 30 Clock minutes | 95% |

First Contact Resolution:

First contact resolution measures DTS' efforts to resolve customer incidents on initial contact with either our help desk or a technical specialist. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Services web page at <http://dts.utah.gov/metrics/index.php>.

| Metric Description | Target |
|---------------------------------|--|
| First Contact Resolution | 65% of all incidents reported resolved on initial contact |

Customer Satisfaction Surveys and Reporting:

All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey is voluntary.

The chart below identifies DTS enterprise goals for customer satisfaction. Cumulative monthly reports will be created displaying the customer's level of satisfaction with DTS support. These reports will then be posted on the DTS Services web page at <http://dts.utah.gov/metrics/index.php>.

Customer Satisfaction Target

| Metric Description | Target |
|---|------------------------------|
| Average level of satisfaction with resolution efforts | ≥ 4.5 on a scale of 0 - 5 |
| Percentage of respondents expressing satisfaction (vs. dissatisfaction) | 93% of respondents satisfied |